

Office of the Attorney General
Human Resources
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JOB POSTING

Interested candidates should send their resume via regular mail, email (*as a Word document*) or facsimile to the address or phone number shown above. The Office of the Attorney General is an Equal Opportunity Employer.

Investigator Telephone Privacy Section Consumer Protection Division

Duties:

- Review and analyze complaints from constituents.
- Investigate suspected violators to obtain contact and background information.
- Draft and track Civil Investigative Demands and analyze responses.
- Contact suspected violators and analyze responses.
- Maintain enforcement database and produce reports as needed.
- Enter all activity in case management system.
- Return phone calls promptly.
- Communicate with consumers during and at the close of investigation.
- Manage a large case volume efficiently.
- Assist attorneys in building evidentiary foundation for enforcement actions.
- Develop and maintain familiarity with statutes and regulations applicable to subject area
- Attend conferences, trainings, and seminars to learn and share information about processes and trends in the subject area.
- Special projects and other duties as assigned.

Skills:

- Proficient at Microsoft Office programs (Word, Outlook, Access and Excel) and able to learn other software programs quickly.
- Strong written communication skills. Drafts professional-looking correspondence and memos free of grammatical and spelling errors.
- Strong oral communication skills. Speaks well, both one-on-one and in groups. Maintains a pleasant demeanor, especially when dealing with difficult people.

- Works equally well independently and as part of a team.
- Detail-oriented and organized.

Requirements:

- College degree or equivalent experience.
- Adherence to high standards of ethical conduct and confidentiality.
- Must pass a background investigation.